

AGENDA

MAPLE GROVE TRANSIT COMMISSION

6:30 P.M.

November 29, 2011

Mayors Conference Room

Maple Grove Government Center

- A. Call to Order by Chair / Introductions
- B. Open Forum
- C. Distinguished Service Award to Bruce Bakke, Metro Transit Street Supervisor
- D. Approval of Minutes: September 27, 2011
- E. Discussion of Routes and Statistics
- F. Route Performance Measures
- G. Rider Survey Update
- H. Transit Commissioner Vacancies
- I. 2012 Maple Grove Transit Budget and CIP
- J. Adjournment / Next Meeting: January 31, 2012

REQUEST FOR TRANSIT COMMISSION ACTION

Meeting Date: 11/29/11

Item Number: **A**

Agenda Item: Call to Order / Roll Call

The Regular Meeting was called to order by Transit Commission Chair

_____ at _____ p.m.

Committee Members Present:

Committee Members Absent:

Also Present:

REQUEST FOR TRANSIT COMMISSION ACTION

Meeting Date: 11/29/11

Item Number: B

Agenda Item: Open Forum

REQUEST FOR TRANSIT COMMISSION ACTION

Meeting Date: 11/29/11

Item Number: C.

Agenda Item: Distinguished Service Award to Bruce Bakke, Metro Transit Street Supervisor

Maple Grove Transit Commission will present the Distinguished Service Award to Bruce Bakke, Metro Transit Street Supervisor who is retiring. Bruce began his career with the Metropolitan Transit Commission in April of 1980 as bus driver. In January 1986 he transferred to a Street Supervisor position and was eventually assigned the Maple Grove service in December 2004. Bruce has been a tremendous asset for Maple Grove as he kept a watchful eye on all things related to the service delivery. He really demonstrated a sincere ownership of his responsibilities. His contributions will be greatly missed, but we wish him a great retirement that is certainly well deserved.

REQUEST FOR TRANSIT COMMISSION ACTION

Meeting Date: 11/29/11

Item Number: D

Agenda Item: Approval of Minutes

Motion by Commission Member _____ and Second by Commission Member _____ to approve, or approve as amended the meeting minutes of the:

- September 27, 2011

MAPLE GROVE TRANSIT COMMISSION
City of Maple Grove
Meeting of September 27, 2011

MINUTES

Members Present: Rose Peterson, Curt Herwers, Ronda Zegar, Terry Coss, and Michelle Driessen

Members Absent: Jaime Renner, Laura Ayala and Jodi Carman Kortsha.

Also Present: Mike Opatz – City of Maple Grove, Bruce Bakee-MetroTransit, and Doayne Parsons – Metro Transit.

Call to Order

Transit Commission Chair Rose Peterson called the meeting to order at 6:30 p.m.

Open Forum

No one from the public spoke during the open forum.

Approve Minutes

The Commission approved the meeting minutes of May 24, 2011.

Discussion of Routes and Statistics

Opatz reviewed the monthly ridership summaries for July and August 2011, plus the most recent daily ridership reports. Opatz noted that ridership is up 6 percent in 2011 compared to 2010 and that daily ridership levels in mid September are illustrating an upward trend in ridership levels. The Transit Station ramp was 100 percent full today.

The Commissioners gave updates regarding their commute and routes:

- Rose Peterson – No major issues on the Route 782, but still occasionally have driver's not announce the next stop information before leaving Minneapolis in the p.m. The roundabouts on Zachary Lane are now open and provide great benefits for the 782 buses as they now can exit the park-and-ride lot from 96th Avenue much easier and quicker.
- Curt Herwers – All is well on the 781. However, some drivers need to be more aware of and limit their "jackrabbit" starts and "hard" stops in downtown Minneapolis. While it is a comfort concern it can be an even bigger safety issue as some riders are falling.
- Michelle Driessen – The 780 pm trip #4 has been coming five to seven minutes late and there have been some issues with the bus stop pull cords inside the buses.

- Jodi Carman Kortsha – Absent
- Terry Coss – No issues with the Route 783, and it is really nice to now have a regular driver assigned to the trip..
- Ronda Zegar – Heard some complaints about the narrow aisle of the coach buses, but others really like the overall comfort of the ride.
- Laura Ayala – Absent.
- Jaime Renner – Absent.

Legislative and Funding Update

Opatz stated that the state government shutdown ended with a special legislative session on July 19, 2011. That session included a Transportation Bill that had a significant funding impact to Maple Grove Transit. In the bill, public transit for the metro area received a funding cut of \$51.8M for the next two fiscal years. The Metropolitan Council believes that the transit section of the bill (see attachment) allows them to cut funding to the suburban providers for a total of \$7.2M for the two-year period. Furthermore, the Met Council believes that have the authority to decide how that funding cut is implemented. They have taken the approach that those suburban providers with sufficient funding reserves shall pay the bulk of the \$7.2 million and have assigned a \$4.2M funding cut to Maple Grove over two years. The City questions the Met Council authority to makes these level of funding cuts and we continues to explore options to get the decisions reduced or overturned. However, it appears not to be very likely the funding cuts will be reduced. The cuts should not initially cause any service cuts to Maple Grove, but it does greatly hamper our ability to expand services in the future and to add the second phase of Parkway Station. The City sent a letter to the Metropolitan Council stating the City's objection to the funding cut decision.

Route 782 Test Routing Via Highway 610 and 169

The Transit Commission discussed the Route 782 test routing via Highway 610 and 169. From Monday September 19 through Friday September 23, all Route 782 morning trips inbound to Minneapolis traveled via a trial detour routing of Highway 610 and Highway 169 versus using Zachary Lane and Hemlock Lane to access I-694. Opatz noted that shoulder lanes are not in place on Highway 169, so trips 4 and 5 experienced some delays due to traffic congestion. Trips 1 and 2 did show that the travel time for faster as congestion has not yet built up during the early portion of the rush-hour. Trip 3 did not show much of an improvement or delay via the detour. Opatz will further review this matter with Metro Transit to determine if it is prudent to have trips 1 and 2 travel 610 and 169 while trips 3, 4, and 5 travel via Zachary and Hemlock. Opatz has concerns that snowfall will create slower travel times for trips one and two if they use the detour route.

Operators Guide

As an information item, Opatz reviewed the Operator Guide for Maple Grove Transit. All Metro Transit drivers are trained on these unique elements of the service when assigned a Maple Grove route.

Bus Service Levels for the Holidays

Opatz reviewed the rider flyers that communicate reduced service days for Friday November 25, Monday December 26, and Monday January 2 due to Thanksgiving, Christmas and New Year's Holidays.

Miscellaneous Updates

- Rider Survey - The last general rider survey was conducted in March 1993. Over the next couple months, Opatz will be working on issuing another rider survey. In order to meet federal regulations for federal funding this survey will ask demographic information related to gender, race, and income level.
- Route 789 - Opatz review tow Route 789 rider flyers related to the current detour and bus boarding procedures at the Maple Grove Transit Station.
- Jefferson Lines – Opatz referenced the City newsletter article on the inter-city service that appeared in the Fall 2011 issue.
- Service Changes for December 2011 – Opatz noted that a few changes are being explored for the December 2011 round of service changes to help address the ridership increases on the 781 and 785 most notably adding one inbound and two outbound trips on the 785.
- State Fair Bus Ridership - Metro Transit State Fair buses provided just over 543,000 rides for the 2011 State Fair, a 16% increase over 2010. Metro Transit provided rides from 11 park-and-ride lots and on three regular routes. From the Maple Grove Transit Station, Metro Transit provided 20,475 rides in 2011, which was a 28 percent increase over the 2010 ridership mark of 15,998 riders.

Adjourn / Next Meeting

- Next Scheduled Regular Meeting: November 29, 2011
- Being no other business, the meeting was adjourned at 7:45 p.m.
- Minutes submitted by Mike Opatz, Transit Administrator.

REQUEST FOR TRANSIT COMMISSION ACTION

Meeting Date: 11/29/11

Item Number: E.

Agenda Item: Discussion of Routes and Statistics

Recommended Committee Action: Discussion

A. Ridership Report

The monthly ridership summaries for September and October 2011 are attached, plus the most recent daily ridership reports.

B. Member Comments

- The Transit Commission members report on events and issues related to the route they represent.

Maple Grove Transit Ridership

	2010	2011	2010 vs 2011
Jan	58,651	66,022	12.57%
Feb	61,008	63,415	3.95%
Mar	69,017	73,490	6.48%
Apr	66,544	67,575	1.55%
May	59,120	65,368	10.57%
Jun	63,568	66,592	4.76%
Jul	58,701	58,705	0.01%
Aug	62,601	69,947	11.73%
Sep	65,128	70,004	7.49%
Oct	65,014	70,994	9.20%
Nov			
Dec			
Total	629,352	672,112	6.79%

Maple Grove Transit System - Statistical Summary										September 2011	
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Ridership Analysis		Total	781	782	780	783	785	788	Dial-A-Ride	787	Rt 789
Rides Current Month -		70,004	39,904	4,246	2,879	5,601	11,204	588	2,821	473	2,288
% of Total		100%	60.0%	6.2%	4.3%	7.3%	13.4%	0.7%	4.0%	0.7%	3.4%
Avg Daily Riders - 21 days		3,334	1,900	202	137	267	534	28	113	23	109
Previous Month: Avg. Daily Riders		3,041									

Ridership Comparison		Total	781	782	780	783	784	788	Dial-A-Ride	787	Rt 789
Rides Previous Month		69,947	41,697	4,365	2,875	5,670	11,639	590	2,675	436	0
% Change		0%	-4%	-3%	0%	-1%	-4%	0%	5%	8%	#DIV/0!
Same Month Prev. Yr.		65,128	39,294	4,065	2,898	4,761	8,127	493	2,783	499	2,208
% Change		7%	2%	4%	-1%	18%	38%	19%	1%	-5%	NA

Maple Grove Transit System - Statistical Summary										October 2011	
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Ridership Analysis		Total	781	782	780	783	785	788	Dial-A-Ride	787	Rt 789
Rides Current Month -		70,994	40,331	4,367	2,907	5,715	11,574	604	2,755	503	2238
% of Total		100%	60.0%	6.2%	4.3%	7.3%	13.4%	0.7%	4.0%	0.7%	3.4%
Avg Daily Riders - 21 days		3,381	1,921	208	138	272	551	29	110	24	107
Previous Month: Avg. Daily Riders		3,334									

Ridership Comparison		Total	781	782	780	783	784	788	Dial-A-Ride	787	Rt 789
Rides Previous Month		70,004	39,904	4,246	2,879	5,601	11,204	588	2,821	473	2288
% Change		1%	1%	3%	1%	2%	3%	3%	-2%	6%	-2%
Same Month Prev. Yr.		65,014	38,945	4,013	2,662	5,003	8,553	475	2,648	485	2230
% Change		9%	4%	9%	9%	14%	35%	27%	4%	4%	NA

Maple Grove Transit Ridership History

<u>Year</u>	<u>Annual Ridership</u>	<u>Percent Growth</u>	Express Bus	
			<u>Avg. Monthly Ridership</u>	<u>Fleet Size</u>
1990	110,000	NA	9,167	13
1991	174,000	58%	14,500	13
1992	201,000	16%	16,750	15
1993	218,000	8%	18,167	15
1994	245,991	13%	20,499	17
1995	245,187	0%	20,432	19
1996	289,642	18%	24,137	19
1997	304,953	5%	25,413	21
1998	345,266	13%	28,772	21
1999	406,085	18%	33,840	23
2000	450,204	11%	37,517	27
2001	473,791	5%	39,483	27
2002	467,441	-1%	38,953	27
2003	463,138	-1%	38,595	27
2004	410,268	-11%	34,189	27 <i>strike year</i>
2005	507,904	24%	42,325	28
2006	598,397	18%	49,866	33
2007	680,198	14%	56,683	33
2008	807,437	19%	67,286	35
2009	756,592	11%	63,049	35
2010	752,608	11%	62,717	35
2011	800,000	-1%	66,667	35 Projected
	9,708,102	13% <i>(Average annual per year increase)</i>		

Maple Grove October 2011 Week "4"

									Mon - Fri	Mon - Fri	Mon - Thu	Mon - Thu
									Total	Avg	Total	Avg
Route	Trip Time	Trip #	Run #	1024	1025	1026	1027	1028		5		4
780	553AM	1	3420	10	13	14	11	10	58	12	48	12
	625AM	2	3023	13	14	15	14	18	74	15	56	14
	656AM	3	3032	22	22	21	22	17	104	21	87	22
	728AM	4	3420	24	29	27	24	20	124	25	104	26
AM Totals				69	78	77	71	65	360	72	295	74
780	335PM	1	3433	9	12	14	10	10	55	11	45	11
	404PM	2	3063	16	16	19	20	16	87	17	71	18
	432PM	3	3403	27	35	24	15	13	114	23	101	25
	514PM	4	3428	17	18	19	20	15	89	18	74	19
PM Totals				69	81	76	65	54	345	69	291	73
780 Total				138	159	153	136	119	705	141	586	147
781	548AM	1	3417	44	51	51	50	41	237	47	196	49
	542AM	2	3408	51	49	43	46	42	231	46	189	47
	553AM	3	3416	45	36	41	39	33	194	39	161	40
	622AM	4	3434	37	28	42	50	45	202	40	157	39
	610AM	5	3424	53	53	47	51	46	250	50	204	51
	641AM	6	3446	44	53	38	52	28	215	43	187	47
	647AM	7	3447	37	41	37	45	41	201	40	160	40
	654AM	8	3452	41	53	45	52	41	232	46	191	48
	642AM	9	3441	41	62	59	44	48	254	51	206	52
	708AM	10	3417	39	40	42	51	37	209	42	172	43
	710AM	11	3402	32	27	37	37	25	158	32	133	33
	654AM	12	3027	43	59	52	45	45	244	49	199	50
	722AM	13	3416	59	60	53	55	50	277	55	227	57
	727AM	14	3037	44	63	48	55	40	250	50	210	53
	712AM	15	3455	56	71	55	48	51	281	56	230	58
	738AM	16	3434	41	47	64	38	35	225	45	190	48
	725AM	17	3408	39	39	36	42	39	195	39	156	39
	755AM	18	3448	49	34	32	27	50	192	38	142	36
	804AM	19	3452	24	50	50	54	38	216	43	178	45
	802AM	20	3424	59	72	66	69	56	322	64	266	67
	1129AM	21	3009	15	13	22	18	18	86	17	68	17
AM Totals				893	1,001	960	968	849	4,671	934	3,822	956
	1207PM	1	3009	13	24	26	28	45	136	27	91	23
	207PM	2	3011	38	37	36	42	56	209	42	153	38
	309PM	3	3444	59	56	58	62	42	277	55	235	59
	332PM	4	3039	67	69	71	73	72	352	70	280	70
	345PM	5	3412	41	47	35	30	45	198	40	153	38
	351PM	6	3442	36	33	34	31	32	166	33	134	34
	400PM	7	3447	59	60	84	48	46	297	59	251	63
	405PM	8	3404	33	57	48	40	53	231	46	178	45
	407PM	9	3436	27	20	36	28	14	125	25	111	28
	414PM	10	3454	22	36	24	26	22	130	26	108	27
	421PM	11	3064	57	57	56	55	46	271	54	225	56
	424PM	12	3438	58	49	50	38	43	238	48	195	49
	430PM	13	3444	21	32	41	66	31	191	38	160	40
	435PM	14	3411	71	80	62	60	59	332	66	273	68
	441PM	15	3020	37	56	34	25	24	176	35	152	38
	455PM	16	3068	60	57	64	50	53	284	57	231	58
	456PM	17	3446	49	34	29	21	17	150	30	133	33
	504PM	18	3039	50	62	61	57	36	266	53	230	58
	506PM	19	3412	27	28	34	24	25	138	28	113	28
	518PM	20	3447	36	38	36	43	23	176	35	153	38
	532PM	21	3442	34	54	59	46	38	231	46	193	48
	602PM	22	3438	43	68	53	60	39	261	52	222	56
	632PM	23	3446	20	25	29	23	15	112	22	97	24
PM Totals				958	1,077	1,060	976	876	4,947	989	4,071	1,018
781 Total				1,851	2,078	2,020	1,944	1,725	9,618	1,924	7,893	1,973

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Maple Grove October 2011 Week "4"

									Mon - Fri	Mon - Fri	Mon - Thu	Mon - Thu
									Total	Avg	Total	Avg
Route	Trip Time	Trip #	Run #	1024	1025	1026	1027	1028		5		4
782	530AM	1	3402	14	15	15	16	13	73	15	60	15
	559AM	2	3419	12	16	16	18	12	74	15	62	16
	627AM	3	3433	33	38	19	31	13	134	27	121	30
	657AM	4	3028	37	31	38	41	37	184	37	147	37
	723AM	5	3456	16	21	18	16	20	91	18	71	18
AM Totals				112	121	106	122	95	556	111	461	115
782	336PM	1	3428	23	27	16	23	20	109	22	89	22
	406PM	2	3435	20	21	13	24	16	94	19	78	20
	436PM	3	3401	35	29	30	28	21	143	29	122	31
	505PM	4	3433	25	27	28	25	20	125	25	105	26
	534PM	5	3454	10	8	10	16	5	49	10	44	11
PM Totals				113	112	97	116	82	520	104	438	110
782 Total				225	233	203	238	177	1,076	215	899	225
783	533AM	1	3404	14	19	13	12	10	68	14	58	15
	601AM	2	3016	11	16	17	15	11	70	14	59	15
	628AM	3	3435	25	27	23	25	20	120	24	100	25
	658AM	4	3451	52	52	45	43	34	226	45	192	48
	728AM	5	3404	29	30	33	27	26	145	29	119	30
	821AM	6	3435	21	24	17	25	22	109	22	87	22
AM Totals				152	168	148	147	123	738	148	615	154
783	338PM	1	3422	18	19	16	21	21	95	19	74	19
	410PM	2	3424	32	33	28	25	24	142	28	118	30
	439PM	3	3443	50	44	32	38	24	188	38	164	41
	509PM	4	3422	38	40	40	35	21	174	35	153	38
	539PM	5	3064	17	23	17	21	14	92	18	78	20
PM Totals				155	159	133	140	104	691	138	587	147
783 Total				307	327	281	287	227	1,429	286	1,202	301
785	548AM	1	3412	19	23	26	20	16	104	21	88	22
	623AM	2	3432	38	48	46	45	35	212	42	177	44
	648AM	3	3026	34	49	40	39	29	191	38	162	41
	702AM	4	3453	38	49	47	38	40	212	42	172	43
	715AM	5	3412	43	48	60	45	41	237	47	196	49
	745AM	6	3432	50	44	50	43	27	214	43	187	47
	800AM	7	3419	33	39	27	30	24	153	31	129	32
	818AM	8	3028	37	36	36	30	31	170	34	139	35
AM Totals				292	336	332	290	243	1,493	299	1,250	313
785	333PM	1	3029	40	51	46	38	49	224	45	175	44
	403PM	2	3437	63	66	70	58	49	306	61	257	64
	434PM	3	3065	51	63	66	48	40	268	54	228	57
	448PM	4	3410	25	38	34	32	19	148	30	129	32
	502PM	5	3029	58	57	46	50	29	240	48	211	53
	533PM	6	3437	30	34	31	35	29	159	32	130	33
	603PM	7	3065	15	12	16	17	11	71	14	60	15
PM Totals				282	321	309	278	226	1,416	283	1,190	298
785 Total				574	657	641	568	469	2,909	582	2,440	610
789	658AM	1	3454	30	37	36	27	22	152	30	130	33
	801AM	2	3447	43	37	41	36	33	190	38	157	39
AM Totals				73	74	77	63	55	342	68	287	72
	443PM	1	3067	27	21	24	28	20	120	24	100	25
	543PM	2	3436	10	13	9	11	11	54	11	43	11
PM Totals				37	34	33	39	31	174	35	143	36
789 Total				110	108	110	102	86	516	103	430	108
Grand Total				3,205	3,562	3,408	3,275	2,803	16,253	3,251	13,450	3,363

19.72% 21.92% 20.97% 20.15% 17.25% 100.00%

705	141	780
9,618	1,924	781-A
1,076	215	782
1,429	286	783
2,909	582	785
516	103	789
16,253	3,251	Total

Maple Grove November 2011 Week "1"

								Mon - Fri	Mon - Fri	Mon - Thu	Mon - Thu	Artic
								Total	Avg	Total	Avg	
Route	Trip Time	Trip #	Run #	1101	1102	1103	1104					
780	553AM	1	3420	16	15	16	13	60	15	47	16	40 Foot
	625AM	2	3023	15	14	12	16	57	14	41	14	40 Foot
	656AM	3	3032	31	20	33	19	103	26	84	28	40 Foot
	728AM	4	3420	23	28	16	16	83	21	67	22	40 Foot
AM Totals				85	77	77	64	303	76	239	80	
780	335PM	1	3433	8	10	10	16	44	11	28	9	40 Foot
	404PM	2	3063	25	25	16	10	76	19	66	22	40 Foot
	432PM	3	3403	28	24	19	22	93	23	71	24	40 Foot
	514PM	4	3428	21	11	13	12	57	14	45	15	40 Foot
PM Totals				82	70	58	60	270	68	210	70	
780 Total				167	147	135	124	573	143	449	150	
781	548AM	1	3417	62	54	66	38	220	55	182	61	Artic
	542AM	2	3408	49	44	38	43	174	44	131	44	Artic
	553AM	3	3416	43	51	36	34	164	41	130	43	40' - Artic
	622AM	4	3434	37	46	41	21	145	36	124	41	Coach
	610AM	5	3424	48	33	42	40	163	41	123	41	40' - Artic
	641AM	6	3446	53	62	48	31	194	49	163	54	Artic
	647AM	7	3447	40	40	38	35	153	38	118	39	Coach
	654AM	8	3452	39	21	29	32	121	30	89	30	Artic
	642AM	9	3441	49	53	60	42	204	51	162	54	Artic
	708AM	10	3417	36	61	61	34	192	48	158	53	Artic
	710AM	11	3402	32	47	27	25	131	33	106	35	40 Foot
	654AM	12	3027	57	54	48	52	211	53	159	53	Artic
	722AM	13	3416	59	57	59	53	228	57	175	58	Artic
	727AM	14	3037	63	49	46	39	197	49	158	53	Artic
	712AM	15	3455	61	61	55	23	200	50	177	59	Artic
	738AM	16	3434	42	41	35	53	171	43	118	39	40 - Coach
	725AM	17	3408	44	52	35	36	167	42	131	44	Artic
	755AM	18	3448	40	46	48	45	179	45	134	45	Artic
	804AM	19	3452	58	52	47	51	208	52	157	52	Artic
	802AM	20	3424	64	65	60	43	232	58	189	63	Artic
	1129AM	21	3009	14	20	13	12	59	15	47	16	40 Foot
AM Totals				990	1,009	932	782	3,713	928	2,931	977	
781	1207PM	1	3009	27	20	24	43	114	29	71	24	40 Foot
	207PM	2	3011	32	41	43	49	165	41	116	39	40 Foot
	309PM	3	3444	57	69	78	71	275	69	204	68	Artic
	332PM	4	3039	66	82	55	73	276	69	203	68	Artic
	345PM	5	3412	47	39	44	32	162	41	130	43	40' - Artic
	351PM	6	3442	44	36	45	27	152	38	125	42	Artic
	400PM	7	3447	76	67	54	66	263	66	197	66	Artic
	405PM	8	3404	44	69	41	34	188	47	154	51	Coach
	407PM	9	3436	15	14	28	26	83	21	57	19	40 Foot
	414PM	10	3454	36	45	40	23	144	36	121	40	40 Foot
	421PM	11	3064	31	21	56	41	149	37	108	36	Coach
	424PM	12	3438	66	46	47	27	186	47	159	53	Coach
	430PM	13	3444	44	35	31	55	165	41	110	37	Artic
	435PM	14	3411	54	73	47	47	221	55	174	58	Artic
	441PM	15	3020	66	35	48	40	189	47	149	50	Artic
	455PM	16	3068	45	58	76	38	217	54	179	60	Artic
	456PM	17	3446	26	44	41	19	130	33	111	37	Artic
	504PM	18	3039	68	64	41	23	196	49	173	58	Artic
	506PM	19	3412	24	21	14	17	76	19	59	20	Artic
	518PM	20	3447	49	33	33	38	153	38	115	38	40' - Artic
	532PM	21	3442	46	78	60	28	212	53	184	61	Artic
	602PM	22	3438	59	50	50	34	193	48	159	53	40' - Coach
	632PM	23	3446	32	37	32	19	120	30	101	34	40' - Artic
PM Totals				1,054	1,077	1,028	870	4,029	1,007	3,159	1,053	
781 Total				2,044	2,086	1,960	1,652	7,742	1,936	6,090	2,030	

Maple Grove November 2011 Week "1"

				Tue	Wed	Thu	Fri	Mon - Fri Total	Mon - Fri Avg	Mon - Thu Total	Mon - Thu Avg	Artic
782	530AM	1	3402	12	17	13	8	50	13	42	14	40 Foot
	559AM	2	3419	17	18	13	14	62	16	48	16	40 Foot
	627AM	3	3433	28	24	32	16	100	25	84	28	40 Foot
	657AM	4	3028	43	38	34	20	135	34	115	38	40 Foot
	723AM	5	3456	20	17	19	20	76	19	56	19	40 Foot
AM Totals				120	114	111	78	423	106	345	115	
782	336PM	1	3428	22	15	24	21	82	21	61	20	40 Foot
	406PM	2	3435	21	20	19	19	79	20	60	20	40 Foot
	436PM	3	3401	33	21	29	21	104	26	83	28	40 Foot
	505PM	4	3433	23	21	28	15	87	22	72	24	40 Foot
	534PM	5	3454	16	9	11	6	42	11	36	12	40 Foot
PM Totals				115	86	111	82	394	99	312	104	
782 Total				235	200	222	160	817	204	657	219	
783	533AM	1	3404	19	15	12	10	56	14	46	15	40 Foot
	601AM	2	3016	19	24	21	17	81	20	64	21	40 Foot
	628AM	3	3435	30	20	24	15	89	22	74	25	40 Foot
	658AM	4	3451	43	50	39	34	166	42	132	44	Coach
	728AM	5	3404	39	26	30	23	118	30	95	32	40 Foot
	821AM	6	3435	17	24	20	15	76	19	61	20	40 Foot
AM Totals				167	159	146	114	586	147	472	157	
783	338PM	1	3422	18	19	19	22	78	20	56	19	40 Foot
	410PM	2	3424	35	23	30	23	111	28	88	29	40 Foot
	439PM	3	3443	42	52	39	28	161	40	133	44	Coach
	509PM	4	3422	41	39	37	16	133	33	117	39	40 Foot
	539PM	5	3064	20	23	24	13	80	20	67	22	40' - Coach
PM Totals				156	156	149	102	563	141	461	154	
783 Total				323	315	295	216	1,149	287	933	311	
785	548AM	1	3412	21	24	22	17	84	21	67	22	Coach
	623AM	2	3432	48	44	41	32	165	41	133	44	Coach
	648AM	3	3026	43	45	43	25	156	39	131	44	40' - Artic
	702AM	4	3453	47	42	53	32	174	44	142	47	Coach
	715AM	5	3412	46	51	48	38	183	46	145	48	Coach
	745AM	6	3432	43	52	35	36	166	42	130	43	Coach
	800AM	7	3419	26	21	26	24	97	24	73	24	40 Foot
	818AM	8	3026	35	36	28	21	120	30	99	33	Artic
AM Totals				309	315	296	225	1,145	286	920	307	
785	333PM	1	3029	45	50	55	37	187	47	150	50	Coach
	403PM	2	3437	66	50	65	47	228	57	181	60	Artic
	434PM	3	3065	57	64	52	37	210	53	173	58	Artic
	448PM	4	3410	27	24	32	18	101	25	83	28	40 Foot
	502PM	5	3029	49	64	47	26	186	47	160	53	Coach
	533PM	6	3437	36	24	22	24	106	27	82	27	40' - Artic
	603PM	7	3065	16	14	12	10	52	13	42	14	40' - Artic
PM Totals				296	290	285	199	1,070	268	871	290	
785 Total				605	605	581	424	2,215	554	1,791	597	
789	658AM	1	3454	34	32	27	26	119	30	93	31	40 Foot
	801AM	2	3447	35	34	37	35	141	35	106	35	40' - Coach
AM Totals				69	66	64	61	260	65	199	66	
	443PM	1	3067	18	18	26	16	78	20	62	21	40 Foot
	543PM	2	3436	11	9	11	9	40	10	31	10	40 Foot
PM Totals				29	27	37	25	118	30	93	31	
789 Total				98	93	101	86	378	95	292	97	
Grand Total				3,472	3,446	3,294	2,662	12,874	3,219	10,212	3,404	

26.97% 26.77% 25.59% 20.68% 100.00%

573	143	780
7,742	1,936	781-A
817	204	782
1,149	287	783
2,215	554	785
378	95	789
12,874	3,219	Total

Maple Grove November 2011 Week "2"

					Mon - Fri	Mon - Fri	Mon - Thu	Mon - Thu	Artic
					Total	Avg	Total	Avg	
Route	Trip Time	Trip #	Run #	1107	1108	1109	1110	1111	
780	553AM	1	3420	13	19	12	11	12	40 Foot
	625AM	2	3023	13	14	13	18	14	40 Foot
	656AM	3	3032	19	20	23	24	21	40 Foot
	728AM	4	3420	22	24	22	23	19	40 Foot
AM Totals				67	77	70	76	66	
780	335PM	1	3433	13	9	9	12	10	40 Foot
	404PM	2	3063	15	22	25	17	13	40 Foot
	432PM	3	3403	20	27	21	25	20	40 Foot
	514PM	4	3428	17	19	22	24	16	40 Foot
PM Totals				65	77	77	78	59	
780 Total				132	154	147	154	125	
781	548AM	1	3417	51	57	49	57	28	Artic
	542AM	2	3408	55	52	47	49	31	Artic
	553AM	3	3416	46	43	43	36	24	40' - Artic
	622AM	4	3434	32	35	36	32	16	Coach
	610AM	5	3424	48	55	54	53	42	40' - Artic
	641AM	6	3446	39	46	43	42	27	Artic
	647AM	7	3447	44	61	41	44	28	Coach
	654AM	8	3452	54	48	49	43	32	Artic
	642AM	9	3441	59	66	59	60	41	Artic
	708AM	10	3417	42	52	43	45	27	Artic
	710AM	11	3402	31	31	29	36	20	40 Foot
	654AM	12	3027	62	54	50	63	29	Artic
	722AM	13	3416	60	62	64	52	47	Artic
	727AM	14	3037	50	62	50	44	36	Artic
	712AM	15	3455	50	67	47	64	39	Artic
	738AM	16	3434	38	55	35	44	29	40 - Coach
	725AM	17	3408	49	47	40	40	1	Artic
	755AM	18	3448	26	28	25	44	18	Artic
	804AM	19	3452	53	45	51	44	32	Artic
	802AM	20	3424	46	53	59	54	44	Artic
	1129AM	21	3009	17	21	16	16	17	40 Foot
AM Totals				952	1,040	930	962	608	
781	1207PM	1	3009	21	18	27	26	40	40 Foot
	207PM	2	3011	43	44	43	37	44	40 Foot
	309PM	3	3444	64	61	70	56	67	Artic
	332PM	4	3039	68	71	57	77	60	Artic
	345PM	5	3412	35	40	52	40	36	40' - Artic
	351PM	6	3442	31	36	29	46	30	Artic
	400PM	7	3447	60	61	68	53	34	Artic
	405PM	8	3404	55	48	39	57	30	Coach
	407PM	9	3436	24	20	20	19	17	40 Foot
	414PM	10	3454	27	26	33	27	16	40 Foot
	421PM	11	3064	53	58	57	60	26	Coach
	424PM	12	3438	33	43	39	43	26	Coach
	430PM	13	3444	42	54	48	41	33	Artic
	435PM	14	3411	68	78	65	56	29	Artic
	441PM	15	3020	50	24	33	35	30	Artic
	455PM	16	3068	54	67	67	61	3	Artic
	456PM	17	3446	56	52	33	46	33	Artic
	504PM	18	3039	53	51	71	54	28	Artic
	506PM	19	3412	31	26	26	7	11	Artic
	518PM	20	3447	49	41	35	40	38	40' - Artic
	532PM	21	3442	48	66	47	41	41	Artic
	602PM	22	3438	46	48	41	49	21	40' - Coach
	632PM	23	3446	23	20	18	32	23	40' - Artic
PM Totals				1,034	1,073	1,018	1,003	716	
781 Total				1,986	2,113	1,948	1,965	1,324	
					Mon - Fri	Mon - Fri	Mon - Thu	Mon - Thu	
					Total	Avg	Total	Avg	
					4,844	969	4,128	1,032	
					9,336	1,867	8,012	2,003	

Maple Grove November 2011 Week "2"

					Mon	Tue	Wed	Thu	Fri	Mon - Fri Total	Mon - Fri Avg	Mon - Thu Total	Mon - Thu Avg	Artic
Route	Trip Time	Trip #	Run #		1107	1108	1109	1110	1111		5		4	
782	530AM	1	3402		17	19	19	18	12	85	17	73	18	40 Foot
	559AM	2	3419		16	16	16	13	11	72	14	61	15	40 Foot
	627AM	3	3433		22	25	31	19	14	111	22	97	24	40 Foot
	657AM	4	3028		23	34	32	35	16	140	28	124	31	40 Foot
	723AM	5	3456		23	17	22	20	16	98	20	82	21	40 Foot
AM Totals					101	111	120	105	69	506	101	437	109	
782	336PM	1	3428		23	16	34	24	16	113	23	97	24	40 Foot
	406PM	2	3435		19	27	22	14	11	93	19	82	21	40 Foot
	436PM	3	3401		26	35	34	41	33	169	34	136	34	40 Foot
	505PM	4	3433		26	21	22	25	19	113	23	94	24	40 Foot
	534PM	5	3454		5	5	6	9	4	29	6	25	6	40 Foot
PM Totals					99	104	118	113	83	517	103	434	109	
782 Total					200	215	238	218	152	1,023	205	871	218	
783	533AM	1	3404		17	18	20	13	13	81	16	68	17	40 Foot
	601AM	2	3016		11	16	14	18	12	71	14	59	15	40 Foot
	628AM	3	3435		23	22	29	22	14	110	22	96	24	40 Foot
	658AM	4	3451		47	44	45	39	27	202	40	175	44	Coach
	728AM	5	3404		30	32	33	21	23	139	28	116	29	40 Foot
	821AM	6	3435		19	19	16	24	14	92	18	78	20	40 Foot
AM Totals					147	151	157	137	103	695	139	592	148	
783	338PM	1	3422		19	20	22	17	17	95	19	78	20	40 Foot
	410PM	2	3424		29	31	23	31	25	139	28	114	29	40 Foot
	439PM	3	3443		41	41	39	25	24	170	34	146	37	Coach
	509PM	4	3422		41	39	42	36	30	188	38	158	40	40 Foot
	539PM	5	3064		22	14	16	20	20	92	18	72	18	40' - Coach
PM Totals					152	145	142	129	116	684	137	568	142	
783 Total					299	296	299	266	219	1,379	276	1,160	290	
785	548AM	1	3412		22	16	24	20	10	92	18	82	21	Coach
	623AM	2	3432		36	41	37	39	24	177	35	153	38	Coach
	648AM	3	3026		37	45	45	34	22	183	37	161	40	40' - Artic
	702AM	4	3453		52	48	52	47	24	223	45	199	50	Coach
	715AM	5	3412		51	48	45	49	23	216	43	193	48	Coach
	745AM	6	3432		50	49	46	40	36	221	44	185	46	Coach
	800AM	7	3419		22	22	24	29	19	116	23	97	24	40 Foot
	818AM	8	3026		28	28	26	31	14	127	25	113	28	Artic
AM Totals					298	297	299	289	172	1,355	271	1,183	296	
	333PM	1	3029		36	46	40	50	29	201	40	172	43	Coach
	403PM	2	3437		70	58	79	52	27	286	57	259	65	Artic
	434PM	3	3065		64	53	53	63	31	264	53	233	58	Artic
	448PM	4	3410		32	28	33	29	17	139	28	122	31	40 Foot
	502PM	5	3029		35	43	54	39	15	186	37	171	43	Coach
	533PM	6	3437		34	35	22	33	23	147	29	124	31	40' - Artic
	603PM	7	3065		10	19	12	11	9	61	12	52	13	40' - Artic
PM Totals					281	282	293	277	151	1,284	257	1,133	283	
785 Total					579	579	592	566	323	2,639	528	2,316	579	
789	658AM	1	3454		26	37	32	29	23	147	29	124	31	40 Foot
	801AM	2	3447		44	35	43	32	41	195	39	154	39	40' - Coach
AM Totals					70	72	75	61	64	342	68	278	70	
789	443PM	1	3067		27	23	17	22	17	106	21	89	22	40 Foot
	543PM	2	3436		8	6	10	12	5	41	8	36	9	40 Foot
PM Totals					35	29	27	34	22	147	29	125	31	
789 Total					105	101	102	95	86	489	98	403	101	
Grand Total					3,301	3,458	3,326	3,264	2,229	15,578	3,116	13,349	3,337	

21.19% 22.20% 21.35% 20.95% 14.31% 100.00%

712	142	780
9,336	1,867	781-A
1,023	205	782
1,379	276	783
2,639	528	785
489	98	789
15,578	3,116	Total

REQUEST FOR TRANSIT COMMISSION ACTION

Meeting Date: 11/22/11

Item Number: F.

Agenda Item: Route Performance Measure

Maple Grove consistently ranks at the top in Metropolitan Council performance measures for efficiency and productivity for express routes in the metro area. The Met Council just released the 2010 data and again Maple Grove Transit had the best performing express route in terms of subsidy per passenger at 11 cents. In addition, the Route 781 was the 2nd most productive express route in the region with 60 passengers per service hour operated.

Metropolitan Council policy states that passenger fares from express routes riders should cover 30 percent of the operating expenses. Maple Grove Transit as a system from 2006 through 2010 had an average system farebox recovery ratio of 47 percent. The Route 781, which carries 63 percent of the express riders, had a farebox recovery in 2010 of 90 percent.

The attachments show the performance data by the various transit providers in the region.

Attachment #3 Subsidy Per Passenger by Provider

Provider	Route	Type	Day of Service	Total Cost	Fare Revenue	Passengers	Subsidy Per Passenger
Plymouth	742	Express	Weekday	\$212,847	\$24,373	12,281	\$15.35
Plymouth	747	Express	Weekday	\$208,027	\$36,380	36,692	\$4.68
Plymouth	772	Express	Weekday	\$294,994	\$159,839	67,023	\$2.02
Plymouth	774	Express	Weekday	\$58,373	\$3,884	2,075	\$26.26
Plymouth	776	Express	Weekday	\$491,388	\$212,350	81,712	\$3.41
Plymouth	777	Express	Weekday	\$351,784	\$132,391	51,275	\$4.28
Plymouth	790	Express	Weekday	\$570,407	\$229,003	95,336	\$3.58
Plymouth	793	Express	Weekday	\$147,095	\$53,685	21,881	\$4.27
Plymouth	795	Express	Weekday	\$103,817	\$10,935	7,802	\$11.90
				\$2,438,732	\$862,840	376,077	\$4.19
Plymouth	740	Sub Loc	Weekday	\$107,737	\$12,756	11,339	\$8.38
Plymouth	741	Sub Loc	Weekday	\$145,029	\$22,507	20,006	\$6.12
Plymouth	771	Sub Loc	Weekday	\$106,450	\$10,437	9,277	\$10.35
Plymouth	791	Sub Loc	Weekday	\$127,058	\$13,012	11,566	\$9.86
				\$486,274	\$58,712	52,188	\$8.19
Plymouth	DAR	DAR	Weekday	\$724,009	\$89,789	38,143	\$16.63
		Provider Total		\$3,649,014	\$1,011,340	466,408	\$5.66
Maple Grove	780	Express	Weekday	251,966	\$90,462	33,283	\$4.85
Maple Grove	781	Express	Weekday	1,220,999	\$1,168,492	459,002	\$0.11
Maple Grove	782	Express	Weekday	371,003	\$126,647	48,583	\$5.03
Maple Grove	783	Express	Weekday	375,234	\$138,856	56,190	\$4.21
Maple Grove	784	Express	Weekday	314,393	\$253,293	99,839	\$0.61
Maple Grove	789	Express	Weekday	75,384	\$18,092	16,151	\$3.55
				\$2,608,979	\$1,795,842	713,048	\$1.14
Maple Grove	787	Sub Loc	Weekday	48,678	\$7,514	5,009	\$8.22
Maple Grove	788	Sub Loc	Weekday	55,711	\$5,883	5,229	\$9.53
				\$104,389	\$13,396	10,238	\$8.89
Maple Grove	DAR	DAR	Wkday/Sat.	\$462,979	\$40,500	29,322	\$14.41
		Provider Total		\$3,176,347	\$1,849,738	752,608	\$1.76
Shakopee	490	Express	Weekday	\$655,277	\$269,870	92,777	\$4.15
Shakopee	498	Sub Loc	Weekday	\$63,538	\$8,244	5,496	\$10.06
Shakopee	496	Sub Loc	Weekday	\$289,452	\$22,025	22,025	\$12.14
				\$352,990	\$30,269	27,521	\$11.73
Shakopee	Vanpool	Vanpool		\$87,703	\$8,895	8,696	\$9.06
		Provider Total		\$1,095,970	\$309,034	\$128,994	\$6.10
Southwest Transit	680	Express	Weekday	\$182,434	\$42,879	17,241	\$8.09
Southwest Transit	684	Express	Weekday	\$525,520	\$53,589	36,135	\$13.06
Southwest Transit	685	Express	Weekday	\$416,531	\$72,753	28,899	\$11.90
Southwest Transit	690	Express	Weekday	\$1,867,763	\$977,485	369,284	\$2.41
Southwest Transit	691	Express	Weekday	\$143,810	\$35,602	16,245	\$6.66
Southwest Transit	695	Express	Weekday	\$470,251	\$149,083	56,011	\$5.73
Southwest Transit	697	Express	Weekday	\$239,920	\$58,916	22,431	\$8.07
Southwest Transit	698	Express	Weekday	\$1,632,176	\$425,174	199,648	\$6.05
Southwest Transit	699	Express	Weekday	\$1,327,784	\$442,354	167,929	\$5.27
				\$6,806,189	\$2,257,835	913,823	\$4.98
Southwest Transit	603	Sub Loc	Weekday	\$251,219	\$17,500	15,342	\$15.23
Southwest Transit	631	Sub Loc	Weekday	\$22,657	\$367	503	\$44.31
Southwest Transit	632	Sub Loc	Weekday	\$19,996	\$718	1,325	\$14.55
				\$293,872	\$18,585	17,170	\$16.03
Southwest Transit State Fair		Special		\$383,402	\$158,614	71,390	\$3.15
		Provider Total		\$7,483,463	\$2,435,034	1,002,383	\$5.04

Attachment #3 Subsidy Per Passenger by Provider

Provider	Route	Type	Day of Service	Total Cost	Fare Revenue	Passengers	Subsidy Per Passenger
Prior Lake	490	Express	Weekday	\$691,258	\$131,598	48,909	\$11.44
Prior Lake	Laker Link	Sub Loc	Weekday	\$16,389	\$1,205	1,483	\$10.24
		Provider Total		\$707,647	\$132,803	50,392	\$11.41
Ramsey	856	Express	Weekday	\$373,781	\$137,073	55,487	\$4.27
		Provider Total		\$373,781	\$137,073	55,487	\$4.27
MVTA	460	Express	Weekday	\$2,383,799	\$1,198,731	505,186	\$2.35
MVTA	464	Express	Weekday	\$678,984	\$106,630	45,582	\$12.56
MVTA	465	Express	Weekday	\$1,489,766	\$394,739	219,735	\$4.98
MVTA	470	Express	Weekday	\$740,829	\$323,790	131,076	\$3.18
MVTA	472	Express	Weekday	\$629,254	\$245,790	97,998	\$3.91
MVTA	475	Express	Weekday	\$81,158	\$10,847	6,496	\$10.82
MVTA	476	Express	Weekday	\$859,736	\$325,224	129,771	\$4.12
MVTA	477	Express	Weekday	\$1,851,736	\$895,247	361,845	\$2.64
MVTA	478	Express	Weekday	\$196,813	\$27,634	11,017	\$15.36
MVTA	479	Express	Weekday	\$203,010	\$26,052	10,477	\$16.89
MVTA	480	Express	Weekday	\$642,960	\$339,765	140,788	\$2.15
MVTA	484	Express	Weekday	\$266,602	\$115,204	48,562	\$3.12
				\$10,024,645	\$4,009,654	1,708,533	\$3.52
MVTA	420	Sub Loc	Weekday	\$253,761	\$14,310	16,080	\$14.89
MVTA	421	Sub Loc	Weekday	\$111,432	\$4,190	4,899	\$21.89
MVTA	426	Sub Loc	Weekday	\$129,799	\$9,790	9,069	\$13.23
MVTA	436	Sub Loc	Weekday	\$232,805	\$28,553	30,304	\$6.74
MVTA	440	Sub Loc	Weekday	\$410,586	\$16,066	17,454	\$22.60
MVTA	442	Sub Loc	Weekday	\$1,322,548	\$116,988	130,782	\$9.22
MVTA	444	Sub Loc	Weekday	\$1,475,012	\$199,004	222,333	\$5.74
MVTA	445/437/43	Sub Loc	Weekday	\$861,423	\$85,101	84,679	\$9.17
MVTA	446	Sub Loc	Weekday	\$718,314	\$54,668	67,719	\$9.80
MVTA	489	Sub Loc	Weekday	\$171,317	\$24,479	18,772	\$7.82
MVTA	441	Sub Loc	Saturday	\$138,280	\$9,256	10,855	\$11.89
MVTA	444	Sub Loc	Saturday	\$169,120	\$24,829	29,647	\$4.87
MVTA	445	Sub Loc	Saturday	\$139,123	\$10,165	11,279	\$11.43
MVTA	444	Sub Loc	Sunday	\$156,383	\$18,802	22,616	\$6.08
MVTA	445	Sub Loc	Sunday	\$112,387	\$8,192	8,983	\$11.60
				\$6,402,290	\$624,393	685,471	\$8.43
MVTA	State Fair	Special		\$134,805	\$100,930	43,085	\$0.79
		Provider Total		\$16,561,740	\$4,734,977	2,437,089	\$4.85
MTS	275	Express	Weekday	\$154,912	\$123,700	53,787	\$0.58
MTS	285	Express	Weekday	\$74,926	\$10,983	4,397	\$14.54
MTS	288	Express	Weekday	\$475,796	\$207,283	83,754	\$3.21
MTS	351	Express	Weekday	\$313,881	\$143,286	63,285	\$2.70
MTS	364	Express	Weekday	\$70,358	\$21,727	9,781	\$4.97
MTS	664	Express	Weekday	\$350,531	\$116,226	48,518	\$4.83
MTS	670	Express	Weekday	\$274,551	\$67,945	27,874	\$7.41
				\$1,714,956	\$691,150	291,396	\$3.51
MTS/MT	32	Urb Loc	Weekday	\$687,192	\$121,532	129,822	\$4.36
MTS	62	Urb Loc	Weekday	\$705,053	\$158,118	152,939	\$3.58
MTS	80	Urb Loc	Weekday	\$563,727	\$97,933	107,174	\$4.35
MTS	87	Urb Loc	Weekday	\$488,415	\$181,645	162,465	\$1.89
MTS	350	Urb Loc	Weekday	\$268,765	\$53,474	34,550	\$6.23
MTS/MT	25	Urb Loc	Saturday	\$42,275	\$7,867	8,754	\$3.93
MTS	62	Urb Loc	Saturday	\$75,154	\$9,595	10,844	\$6.05

Attachment #3 Subsidy Per Passenger by Provider

Provider	Route	Type	Day of Service	Total Cost	Fare Revenue	Passengers	Subsidy Per Passenger
MTS	80	Urb Loc	Saturday	\$130,720	\$16,425	20,573	\$5.56
MTS	80	Urb Loc	Sunday	\$64,470	\$11,440	12,940	\$4.10
				\$2,961,300	\$646,588	627,121	\$3.69
MTS	219	Sub Loc	Weekday	\$952,658	\$133,502	138,929	\$5.90
MTS	223	Sub Loc	Weekday	\$210,434	\$34,124	37,399	\$4.71
MTS	225	Sub Loc	Weekday	\$150,864	\$19,458	25,061	\$5.24
MTS	227	Sub Loc	Weekday	\$159,305	\$20,344	21,934	\$6.34
MTS	262	Sub Loc	Weekday	\$203,887	\$43,174	29,127	\$5.52
MTS	417	Sub Loc	Weekday	\$34,946	\$7,699	4,241	\$6.42
MTS	538	Sub Loc	Weekday	\$487,554	\$103,917	115,126	\$3.33
MTS	539	Sub Loc	Weekday	\$812,057	\$275,658	265,394	\$2.02
MTS	540	Sub Loc	Weekday	\$792,609	\$187,166	188,838	\$3.21
MTS	604	Sub Loc	Weekday	\$129,148	\$15,800	16,196	\$7.00
MTS	615	Sub Loc	Weekday	\$266,118	\$38,619	34,973	\$6.51
MTS	705	Sub Loc	Weekday	\$472,292	\$59,288	60,579	\$6.82
MTS	716	Sub Loc	Weekday	\$220,095	\$60,442	57,940	\$2.76
MTS	717	Sub Loc	Weekday	\$215,051	\$60,900	74,872	\$2.06
MTS	721	Sub Loc	Weekday	\$161,580	\$70,370	76,290	\$1.20
MTS	722	Sub Loc	Weekday	\$277,257	\$113,742	144,496	\$1.13
MTS	723	Sub Loc	Weekday	\$255,149	\$107,549	117,470	\$1.26
MTS/MT	801	Sub Loc	Weekday	\$411,524	\$47,199	79,432	\$4.59
MTS/MT	805	Sub Loc	Weekday	\$536,007	\$59,326	83,393	\$5.72
MTS	811	Sub Loc	Weekday	\$66,557	\$3,076	5,023	\$12.64
MTS	831	Sub Loc	Weekday	\$247,464	\$18,476	41,292	\$5.55
MTS	219	Sub Loc	Weekday	\$95,777	\$9,265	10,119	\$8.55
MTS	225	Sub Loc	Weekday	\$22,552	\$1,367	2,072	\$10.22
MTS	227	Sub Loc	Weekday	\$22,552	\$884	1,292	\$16.77
MTS	538	Sub Loc	Saturday	\$101,318	\$14,225	19,558	\$4.45
MTS	539	Sub Loc	Saturday	\$90,999	\$24,121	27,277	\$2.45
MTS	540	Sub Loc	Saturday	\$46,479	\$18,228	18,362	\$1.54
MTS	615	Sub Loc	Saturday	\$29,838	\$4,116	4,456	\$5.77
MTS	716	Sub Loc	Saturday	\$40,589	\$8,233	8,782	\$3.68
MTS	721	Sub Loc	Saturday	\$35,130	\$8,883	13,020	\$2.02
MTS	722	Sub Loc	Saturday	\$50,170	\$14,519	24,269	\$1.47
MTS	723	Sub Loc	Saturday	\$35,975	\$11,565	18,242	\$1.34
MTS	805	Sub Loc	Saturday	\$89,169	\$4,940	10,742	\$7.84
MTS	538	Sub Loc	Saturday	\$62,485	\$9,834	13,957	\$3.77
MTS	539	Sub Loc	Saturday	\$70,445	\$14,651	13,866	\$4.02
MTS	540	Sub Loc	Saturday	\$48,063	\$14,106	13,441	\$2.53
MTS/MT	721	Sub Loc	Saturday	\$36,451	\$7,957	9,410	\$3.03
MTS	722	Sub Loc	Saturday	\$40,961	\$8,268	10,093	\$3.24
MTS	723	Sub Loc	Saturday	\$33,432	\$8,932	10,595	\$2.31
				\$8,014,945	\$1,663,922	1,847,558	\$3.44
MTS	VanGo!	Vanpool	Weekday	\$1,376,194	\$658,152	182,457	\$3.94
MTS	DARTS	DAR	Weekday	483,191	39,962	14,542	\$30.48
MTS	H.S.I.	DAR	Weekday	228,168	42,588	9,186	\$20.20
MTS	Hastings	DAR	Weekday	148,919	18,915	10,432	\$12.46
MTS	Hopkins	DAR	Weekday	20,243	373	827	\$24.03
MTS	Lake Area	DAR	Weekday	101,222	6,797	4,985	\$18.94
MTS	Northeast	DAR	Weekday	71,279	6,197	3,722	\$17.49
MTS	PRISM	DAR	Weekday	77,917	5,826	4,556	\$15.82
MTS	Park Peop	DAR	Weekday	24,743	180	242	\$101.50
MTS	Two River	DAR	Weekday	179,172	7,017	1,675	\$102.78
MTS	Hennepin	DAR	Weekday	14,866	396	194	\$74.59
MTS	Edina DR	DAR	Weekday	11,382	1,320	734	\$13.71
MTS	Senior Tra	DAR	Weekday	38,067	3,588	1,460	\$23.62
MTS	Osseo DR	DAR	Weekday	4,860	-	443	\$10.97

Attachment #3 Subsidy Per Passenger by Provider

Provider	Route	Type	Day of Service	Total Cost	Fare Revenue	Passengers	Subsidy Per Passenger
MTS	Lake Minn	DAR	Weekday	98,037	7,927	5,095	\$17.69
MTS	TransitLink	DAR	Weekday	5,915,423	770,167	276,935	\$18.58
				\$7,417,490	\$911,253	335,028	\$19.42
Provider Total				\$21,484,885	\$4,571,066	3,283,560	\$5.15
Metro Mobility	DAR	ADA	All	\$36,600,142	\$5,156,973	1,410,369	\$22.29
County ADA	DAR	ADA	All	\$2,178,725	\$262,304	104,967	\$18.26
				\$38,778,867	\$5,419,277	1,515,336	\$22.01
Metro Transit	94	Express	Weekday	3,460,305	1,265,572	1,026,607	\$2.14
Metro Transit	152	Express	Weekday	177,436	51,191	22,728	\$5.55
Metro Transit	156	Express	Weekday	653,560	323,818	109,506	\$3.01
Metro Transit	250	Express	Weekday	2,414,605	1,412,637	492,440	\$2.03
Metro Transit	252	Express	Weekday	164,776	37,909	19,195	\$6.61
Metro Transit	260	Express	Weekday	1,017,296	427,074	171,815	\$3.44
Metro Transit	261	Express	Weekday	417,052	209,324	70,449	\$2.95
Metro Transit	264	Express	Weekday	499,806	109,922	37,765	\$10.32
Metro Transit	265	Express	Weekday	635,897	191,925	88,589	\$5.01
Metro Transit	270	Express	Weekday	1,529,058	963,247	328,211	\$1.72
Metro Transit	272	Express	Weekday	160,690	54,215	29,768	\$3.58
Metro Transit	294	Express	Weekday	623,724	189,793	82,227	\$5.28
Metro Transit	353	Express	Weekday	159,928	64,940	26,389	\$3.60
Metro Transit	355	Express	Weekday	1,086,010	660,127	222,061	\$1.92
Metro Transit	361	Express	Weekday	453,771	169,888	68,806	\$4.13
Metro Transit	365	Express	Weekday	751,763	412,885	138,872	\$2.44
Metro Transit	375	Express	Weekday	826,582	566,701	195,979	\$1.33
Metro Transit	452	Express	Weekday	210,439	121,273	40,757	\$2.19
Metro Transit	467	Express	Weekday	586,365	380,364	128,752	\$1.60
Metro Transit	552	Express	Weekday	229,451	111,469	37,235	\$3.17
Metro Transit	553	Express	Weekday	396,538	163,086	57,673	\$4.05
Metro Transit	554	Express	Weekday	397,545	181,153	74,442	\$2.91
Metro Transit	558	Express	Weekday	370,242	109,158	40,525	\$6.44
Metro Transit	576	Express	Weekday	502,031	216,726	75,970	\$3.76
Metro Transit	578	Express	Weekday	617,179	262,372	93,755	\$3.78
Metro Transit	579	Express	Weekday	200,307	24,232	15,884	\$11.09
Metro Transit	587	Express	Weekday	427,151	216,332	75,146	\$2.81
Metro Transit	589	Express	Weekday	446,222	133,080	48,248	\$6.49
Metro Transit	597	Express	Weekday	820,111	289,221	102,402	\$5.18
Metro Transit	652	Express	Weekday	231,544	113,482	58,729	\$2.01
Metro Transit	663	Express	Weekday	418,075	279,442	101,595	\$1.36
Metro Transit	665	Express	Weekday	210,923	89,708	32,009	\$3.79
Metro Transit	667	Express	Weekday	790,483	393,721	142,919	\$2.78
Metro Transit	668	Express	Weekday	296,448	206,421	74,463	\$1.21
Metro Transit	671	Express	Weekday	273,707	107,428	38,050	\$4.37
Metro Transit	672	Express	Weekday	571,762	181,480	77,077	\$5.06
Metro Transit	673	Express	Weekday	544,757	453,513	159,498	\$0.57
Metro Transit	674	Express	Weekday	240,782	102,531	36,044	\$3.84
Metro Transit	675	Express	Weekday	2,226,980	702,959	383,551	\$3.97
Metro Transit	677	Express	Weekday	342,938	158,551	60,145	\$3.07
Metro Transit	679	Express	Weekday	90,591	2,897	30,316	\$2.89
Metro Transit	756	Express	Weekday	199,308	141,431	48,270	\$1.20
Metro Transit	758	Express	Weekday	520,754	273,356	97,704	\$2.53
Metro Transit	760	Express	Weekday	637,751	334,993	133,739	\$2.26
Metro Transit	761	Express	Weekday	374,632	145,060	59,497	\$3.86
Metro Transit	762	Express	Weekday	123,608	38,432	19,453	\$4.38
Metro Transit	763	Express	Weekday	414,025	166,413	70,600	\$3.51
Metro Transit	764	Express	Weekday	291,624	158,804	60,360	\$2.20
Metro Transit	765	Express	Weekday	163,451	27,874	15,088	\$8.99

Attachment #3 Subsidy Per Passenger by Provider

Provider	Route	Type	Day of Service	Total Cost	Fare Revenue	Passengers	Subsidy Per Passenger
Metro Transit	766	Express	Weekday	2,347,422	1,384,981	523,079	\$1.84
Metro Transit	767	Express	Weekday	516,110	145,756	54,568	\$6.79
Metro Transit	850	Express	Weekday	2,186,551	1,825,150	621,822	\$0.58
Metro Transit	852	Express	Weekday	1,635,737	419,702	262,485	\$4.63
Metro Transit	854	Express	Weekday	901,174	446,414	167,702	\$2.71
Metro Transit	860	Express	Weekday	626,714	274,822	103,241	\$3.41
Metro Transit	889	Express	Weekday	34,551	1,578	595	\$55.42
Metro Transit	94	Express	Saturday	281,701	59,736	69,124	\$3.21
Metro Transit	675	Express	Saturday	183,768	32,778	23,631	\$6.39
Metro Transit	852	Express	Saturday	147,442	20,603	16,047	\$7.90
Metro Transit	94	Express	Sunday	233,918	41,833	50,822	\$3.78
Metro Transit	675	Express	Sunday	135,433	18,922	14,144	\$8.24
				38,430,504	18,070,407	7,528,563	\$2.70
Metro Transit	415	Sub Loc	Weekday	57,798	4,483	4,157	\$12.83
Metro Transit	515	Sub Loc	Weekday	2,391,821	392,298	454,655	\$4.40
Metro Transit	542	Sub Loc	Weekday	714,303	60,777	53,394	\$12.24
MT/MTS	721	Sub Loc	Weekday	457,448	258,184	97,311	\$2.05
MT/MTS	722	Sub Loc	Weekday	165,129	45,547	25,014	\$4.78
Metro Transit	724	Sub Loc	Weekday	1,610,798	432,457	499,518	\$2.36
Metro Transit	12	Sub Loc	Sunday	222,838	32,906	33,599	\$5.65
Metro Transit	515	Sub Loc	Sunday	306,532	42,462	54,408	\$4.85
MT/MTS	722	Sub Loc	Sunday	13,793	3,475	1,963	\$5.26
Metro Transit	724	Sub Loc	Sunday	127,241	40,271	47,438	\$1.83
Metro Transit	12	Sub Loc	Saturday	307,677	39,970	49,106	\$5.45
Metro Transit	515	Sub Loc	Saturday	404,248	64,041	78,159	\$4.35
MT/MTS	722	Sub Loc	Saturday	11,835	4,524	2,414	\$3.03
Metro Transit	724	Sub Loc	Saturday	191,519	55,222	66,630	\$2.05
				6,982,980	1,476,617	1,467,766	\$3.75
Metro Transit	2	Urb Loc	Weekday	3,877,957	1,455,424	1,753,438	\$1.38
Metro Transit	3	Urb Loc	Weekday	6,985,165	2,060,319	2,252,829	\$2.19
Metro Transit	4	Urb Loc	Weekday	6,513,039	1,876,245	1,678,037	\$2.76
Metro Transit	5	Urb Loc	Weekday	10,377,400	3,243,573	4,109,824	\$1.74
Metro Transit	6	Urb Loc	Weekday	7,473,742	2,266,820	2,179,008	\$2.39
Metro Transit	7	Urb Loc	Weekday	3,012,183	504,871	530,249	\$4.73
Metro Transit	8	Urb Loc	Weekday	400,655	49,739	46,196	\$7.60
Metro Transit	9	Urb Loc	Weekday	3,313,709	814,148	708,805	\$3.53
Metro Transit	10	Urb Loc	Weekday	6,183,531	1,803,903	1,972,183	\$2.22
Metro Transit	11	Urb Loc	Weekday	3,618,096	1,101,485	1,031,504	\$2.44
Metro Transit	12	Urb Loc	Weekday	2,858,403	684,909	600,647	\$3.62
Metro Transit	14	Urb Loc	Weekday	5,543,415	1,487,474	1,584,734	\$2.56
Metro Transit	16	Urb Loc	Weekday	7,951,986	3,020,002	4,008,294	\$1.23
Metro Transit	17	Urb Loc	Weekday	5,249,496	1,743,708	1,628,593	\$2.15
Metro Transit	18	Urb Loc	Weekday	7,736,422	2,331,954	2,805,878	\$1.93
Metro Transit	19	Urb Loc	Weekday	4,083,343	1,243,354	1,462,093	\$1.94
Metro Transit	20	Urb Loc	Weekday	144,964	27,837	27,114	\$4.32
Metro Transit	21	Urb Loc	Weekday	8,017,959	2,361,177	3,304,807	\$1.71
Metro Transit	22	Urb Loc	Weekday	5,706,961	1,338,642	1,478,228	\$2.96
Metro Transit	23	Urb Loc	Weekday	2,200,405	386,747	421,596	\$4.30
Metro Transit	25	Urb Loc	Weekday	2,011,066	486,022	355,592	\$4.29
Metro Transit	27	Urb Loc	Weekday	556,341	45,101	52,580	\$9.72
Metro Transit	39	Urb Loc	Weekday	222,151	53,713	42,069	\$4.00
Metro Transit	46	Urb Loc	Weekday	1,990,177	209,483	218,223	\$8.16
Metro Transit	50	Urb Loc	Weekday	3,532,795	1,307,643	1,517,338	\$1.47
Metro Transit	53	Urb Loc	Weekday	992,385	303,536	278,785	\$2.47
Metro Transit	54	Urb Loc	Weekday	3,767,631	1,003,159	1,041,216	\$2.66
Metro Transit	59	Urb Loc	Weekday	789,962	239,914	138,015	\$3.99
Metro Transit	61	Urb Loc	Weekday	3,024,855	670,152	639,871	\$3.68
MT/MTS	62	Urb Loc	Weekday	959,767	413,273	218,966	\$2.50

Attachment #3 Subsidy Per Passenger by Provider

Provider	Route	Type	Day of Service	Total Cost	Fare Revenue	Passengers	Subsidy Per Passenger
Metro Transit	63	Urb Loc	Weekday	3,645,231	954,444	1,012,129	\$2.66
Metro Transit	64	Urb Loc	Weekday	4,187,178	1,031,410	1,169,508	\$2.70
Metro Transit	65	Urb Loc	Weekday	1,409,143	318,184	313,808	\$3.48
Metro Transit	67	Urb Loc	Weekday	2,021,335	420,093	412,431	\$3.88
Metro Transit	68	Urb Loc	Weekday	3,284,800	765,786	768,457	\$3.28
Metro Transit	70	Urb Loc	Weekday	1,452,152	267,844	250,836	\$4.72
Metro Transit	71	Urb Loc	Weekday	2,571,197	437,728	458,082	\$4.66
Metro Transit	74	Urb Loc	Weekday	4,634,755	1,122,685	1,219,316	\$2.88
Metro Transit	75	Urb Loc	Weekday	1,259,368	210,952	211,465	\$4.96
Metro Transit	84	Urb Loc	Weekday	3,793,626	741,015	933,427	\$3.27
Metro Transit	111	Urb Loc	Weekday	148,547	52,850	31,090	\$3.08
Metro Transit	113	Urb Loc	Weekday	512,649	210,823	166,888	\$1.81
Metro Transit	114	Urb Loc	Weekday	641,267	267,257	220,105	\$1.70
Metro Transit	115	Urb Loc	Weekday	137,927	34,634	37,277	\$2.77
Metro Transit	118	Urb Loc	Weekday	196,704	38,457	26,449	\$5.98
Metro Transit	133	Urb Loc	Weekday	237,644	119,678	55,725	\$2.12
Metro Transit	134	Urb Loc	Weekday	769,086	291,954	146,253	\$3.26
Metro Transit	135	Urb Loc	Weekday	278,850	125,621	57,250	\$2.68
Metro Transit	141	Urb Loc	Weekday	402,384	130,511	71,860	\$3.78
Metro Transit	144	Urb Loc	Weekday	467,693	197,142	104,207	\$2.60
Metro Transit	146	Urb Loc	Weekday	694,646	274,297	131,170	\$3.20
Metro Transit	535	Urb Loc	Weekday	1,733,154	205,210	183,306	\$8.34
Metro Transit	568	Urb Loc	Weekday	88,052	11,370	11,945	\$6.42
Metro Transit	643	Urb Loc	Weekday	205,787	35,534	27,112	\$6.28
Metro Transit	649	Urb Loc	Weekday	329,408	110,392	64,599	\$3.39
Metro Transit	755	Urb Loc	Weekday	910,843	165,173	107,919	\$6.91
Metro Transit	824	Urb Loc	Weekday	258,479	71,606	37,648	\$4.96
Metro Transit	825	Urb Loc	Weekday	695,340	250,197	124,356	\$3.58
Metro Transit	2	Urb Loc	Sunday	462,897	108,084	125,834	\$2.82
Metro Transit	3	Urb Loc	Sunday	466,307	94,064	112,871	\$3.30
Metro Transit	4	Urb Loc	Sunday	663,684	134,272	133,644	\$3.96
Metro Transit	5	Urb Loc	Sunday	1,316,706	342,627	437,425	\$2.23
Metro Transit	6	Urb Loc	Sunday	1,017,896	184,414	201,150	\$4.14
Metro Transit	7	Urb Loc	Sunday	579,053	46,879	53,088	\$10.02
Metro Transit	9	Urb Loc	Sunday	537,527	49,594	64,617	\$7.55
Metro Transit	10	Urb Loc	Sunday	587,170	142,459	169,881	\$2.62
Metro Transit	11	Urb Loc	Sunday	534,049	86,237	92,547	\$4.84
Metro Transit	14	Urb Loc	Sunday	734,999	120,058	142,033	\$4.33
Metro Transit	16	Urb Loc	Sunday	873,656	306,469	410,967	\$1.38
Metro Transit	17	Urb Loc	Sunday	571,425	129,371	144,026	\$3.07
Metro Transit	18	Urb Loc	Sunday	1,034,439	247,153	327,560	\$2.40
Metro Transit	19	Urb Loc	Sunday	406,918	113,040	141,423	\$2.08
Metro Transit	21	Urb Loc	Sunday	1,235,352	284,442	421,326	\$2.26
Metro Transit	22	Urb Loc	Sunday	730,414	123,172	151,969	\$4.00
Metro Transit	23	Urb Loc	Sunday	365,512	38,267	44,402	\$7.37
Metro Transit	46	Urb Loc	Sunday	291,363	17,769	21,743	\$12.58
Metro Transit	54	Urb Loc	Sunday	393,438	117,734	120,367	\$2.29
MT/MTS	62	Urb Loc	Sunday	122,934	25,080	29,411	\$3.33
Metro Transit	63	Urb Loc	Sunday	235,872	56,826	63,693	\$2.81
Metro Transit	64	Urb Loc	Sunday	425,366	99,144	118,326	\$2.76
Metro Transit	65	Urb Loc	Sunday	48,083	7,460	7,358	\$5.52
Metro Transit	67	Urb Loc	Sunday	127,363	16,840	18,867	\$5.86
Metro Transit	68	Urb Loc	Sunday	386,027	68,456	77,879	\$4.08
Metro Transit	70	Urb Loc	Sunday	65,072	10,071	10,940	\$5.03
Metro Transit	71	Urb Loc	Sunday	86,490	12,306	13,796	\$5.38
Metro Transit	74	Urb Loc	Sunday	533,698	80,318	102,973	\$4.40
Metro Transit	84	Urb Loc	Sunday	342,346	80,438	94,288	\$2.78
Metro Transit	2	Urb Loc	Saturday	483,376	131,282	164,965	\$2.13

Attachment #3 Subsidy Per Passenger by Provider

Provider	Route	Type	Day of Service	Total Cost	Fare Revenue	Passengers	Subsidy Per Passenger
Metro Transit	3	Urb Loc	Saturday	529,590	121,914	144,370	\$2.82
Metro Transit	4	Urb Loc	Saturday	977,629	197,912	199,378	\$3.91
Metro Transit	5	Urb Loc	Saturday	1,608,465	426,805	540,180	\$2.19
Metro Transit	6	Urb Loc	Saturday	1,105,268	238,576	264,237	\$3.28
Metro Transit	7	Urb Loc	Saturday	536,776	56,835	67,967	\$7.06
Metro Transit	9	Urb Loc	Saturday	504,793	72,049	78,274	\$5.53
Metro Transit	10	Urb Loc	Saturday	759,915	201,191	240,715	\$2.32
Metro Transit	11	Urb Loc	Saturday	528,441	102,031	112,158	\$3.80
Metro Transit	14	Urb Loc	Saturday	758,300	146,582	180,709	\$3.39
Metro Transit	16	Urb Loc	Saturday	1,199,374	404,815	574,170	\$1.38
Metro Transit	17	Urb Loc	Saturday	760,486	186,743	209,535	\$2.74
Metro Transit	18	Urb Loc	Saturday	1,272,735	302,459	415,657	\$2.33
Metro Transit	19	Urb Loc	Saturday	627,107	151,344	199,945	\$2.38
Metro Transit	21	Urb Loc	Saturday	1,557,397	359,211	555,788	\$2.16
Metro Transit	22	Urb Loc	Saturday	797,800	157,763	192,771	\$3.32
Metro Transit	23	Urb Loc	Saturday	322,820	44,931	50,768	\$5.47
MT/MTS	25	Urb Loc	Saturday	35,215	4,530	4,270	\$7.19
Metro Transit	46	Urb Loc	Saturday	372,878	21,932	26,929	\$13.03
Metro Transit	54	Urb Loc	Saturday	673,852	140,525	160,761	\$3.32
Metro Transit	61	Urb Loc	Saturday	245,802	37,527	39,939	\$5.21
MT/MTS	62	Urb Loc	Saturday	171,246	65,234	40,299	\$2.63
Metro Transit	63	Urb Loc	Saturday	500,055	98,960	115,374	\$3.48
Metro Transit	64	Urb Loc	Saturday	613,885	121,062	154,558	\$3.19
Metro Transit	65	Urb Loc	Saturday	65,838	11,998	12,157	\$4.43
Metro Transit	67	Urb Loc	Saturday	153,301	27,686	30,623	\$4.10
Metro Transit	68	Urb Loc	Saturday	429,523	88,705	96,284	\$3.54
Metro Transit	70	Urb Loc	Saturday	84,596	12,417	14,414	\$5.01
Metro Transit	71	Urb Loc	Saturday	300,684	29,535	37,481	\$7.23
Metro Transit	74	Urb Loc	Saturday	725,366	116,322	146,636	\$4.15
Metro Transit	84	Urb Loc	Saturday	605,212	123,977	157,315	\$3.06
				190,546,987	50,743,074	55,524,361	\$2.52
Metro Transit	State Fair			1,833,850	929,338	417,106	\$2.17
Bus Subtotal				\$237,794,321	\$71,219,437	\$64,937,796	\$2.57
Metro Transit	55	LRT	Weekday	19,497,163	7,898,869	7,971,125	\$1.46
Metro Transit	55	LRT	Saturday	3,272,515	1,325,791	1,337,919	\$1.46
Metro Transit	55	LRT	Sunday	2,805,082	1,136,420	1,146,816	\$1.46
				\$25,574,760	\$10,361,080	10,455,860	\$1.46
Metro Transit	888	CR	Weekday	12,350,402	1,949,165	563,306	\$18.46
Metro Transit	888	CR	Saturday	1,656,993	261,510	75,576	\$18.46
Metro Transit	888	CR	Sunday	1,568,592	247,558	71,554	\$18.46
				\$15,575,987	\$2,458,233	710,436	\$18.46
Provider Total				\$278,945,068	\$84,038,750	76,104,092	\$2.56

REQUEST FOR TRANSIT COMMISSION ACTION

Meeting Date: 11/22/11

Item Number: G.

Agenda Item: Rider Survey Update

As mentioned at the last meeting, the Federal Title VI regulations related to civil rights and equal access requires transit agencies to survey their customers on a periodic basis. The survey must discern how groups of different races, ethnicities and income level respond to the survey compared the survey responses as a whole.

The City has contracted with a firm called the National Research Center to draft and conduct an online rider survey. The City used this same firm to conduct a community wide resident survey a couple years ago.

Below a draft survey timeline and attached is a rough draft of the survey questions. I hope to have an updated version by meeting.

Draft Timeline

Task

Date

Design survey instrument and flyer.....	through November 23
Program and test Web survey.....	through November 28
Data collection, data management.....	through December 19
Data analysis and report writing.....	through January 13
Draft report sent via email for review.....	on January 13
Feedback on draft report due to NRC.....	by January 20
Report finalized by NRC.....	through January 27
Final report emailed.....	on January 27

Maple Grove Transit Customer Survey 2011 Draft #1

Maple Grove Transit would like to find out how you, the customer, feel about the service. It is important that we have the information and feedback from our riders to make crucial decisions.

1. _____ What route do you ride most often? (Circle One) a. 780 b. 781 c. 782 d. 783 e. 785 f. 789

Comment [SH1]: We'll preprogram this to allow just one response

2. _____ On average, how many days a week do you use Maple Grove Transit? _____

3. _____ How ~~many years long~~ have you been using Maple Grove Transit? _____ Offer ranges????

Less than 1 month

1 to 6 months

7 months to 1 year

1-2 years

3-5 years

More than 5 years

4. ~~Check below Which of the the following stops that best describe is~~ where you most ~~often~~ commonly board the bus in Maple Grove? _____

- Maple Grove Transit Station
- Parkway Transit Station
- Zachary Lane Park-and-Ride lot
- Crosswinds Church Park-and-Ride lot
- Shepherd of the Grove Park-and-Ride lot
- On a ~~S~~street
- Other _____

5. If you board most often at Parkway Station, ~~What Route did you ride most often before Parkway Station opened in October of 2010?~~ (Circle One) a. 780 b. 781 c. 782 d. 783 e. 784 f. 789 g. Not applicable (I didn't ride the bus then) ~~None as I am a New Rider~~

Comment [SH2]: We'll preprogram this skip

6. Taking all things into consideration, how would you rate the overall quality and performance of the Maple Grove Transit? (circle one) a. Very High b. High c. Average d. Low e. Very Low _____

Comment [SH3]: Consider using very good-very bad scale

7. _____ How would you rate the quality of each of the following? (circle one for each item)

	Very Good	Good	Average	Poor	Very Poor	No Opinion
a. Bus Cleanliness	1	2	3	4	5	9
b. Bus Comfort	1	2	3	4	5	9
c. Driver Skills	1	2	3	4	5	9
d. Driver Safety	1	2	3	4	5	9
e. Driver Customer Service	1	2	3	4	5	9
f. Hours of Operation	1	2	3	4	5	9
g. Availability of Seats	1	2	3	4	5	9
Service area /Route coverage	1	2	3	4	5	9
h. Number of Bus Trips Offered	1	2	3	4	5	9

Comment [SH4]: I'm inclined to remove the initial caps on all but the first word – let me know your thoughts

i. Travel Time to and from Mpls.	1	2	3	4	5	9
j. Reliability / On-time Performance	1	2	3	4	5	9
k. Value of Service	1	2	3	4	5	9
l. Meets my Travel Needs	1	2	3	4	5	9
m. Transit Stations /Park Ride Lots	1	2	3	4	5	9
n. Rider Alert flyers	1	2	3	4	5	9
o. Transit Website	1	2	3	4	5	9
p. Pocket Schedule/Rider Guide	1	2	3	4	5	9

8. _____ What one thing do you like most about Maple Grove Transit?

9. _____ What one thing do you like least about Maple Grove Transit?

10. _____ Please tell us how important the following service improvements would be to you: (*circle one for each item*)

	Very Important	Somewhat Important	Not Important
a. Earlier a.m. bus trips to Minneapolis	1	2	3
b. Later a.m. bus trips to Minneapolis	1	2	3
c. Earlier p.m. bus trips to Maple Grove	1	2	3
d. Later p.m. bus trips to Maple Grove	1	2	3
e. More Mid-day buses to and from Minneapolis	1	2	3
f. More trips within the existing service hours	1	2	3
g. More trips to and from the U of M	1	2	3

11. What do you think is the single most important improvement Maple Grove Transit should make to better the system? _____

12. _____ What are the top two reasons you use Maple Grove Transit? (*Circle up to two*)

Comment [SH5]: I'd suggest moving this above question 8

- | | | |
|----------------------------|----------------------|---------------------------------------|
| a. Convenience | b. Environmental | c. Fare is subsidized by employer |
| d. Do not own a car | e. Car not available | f. Saves money on parking |
| g. Avoid stress of driving | h. Saves Travel Time | i. Saves money on automobile expenses |
| j. Other _____ | | |

13. _____ What is the primary purpose of your trip today?

- Work
- Shopping/Dining
- Social
- School
- Medical
- Other _____

14. _____ Do you have the option to use a personal vehicle to make your commute trip? (Circle One) a. Yes b. No

15. _____ Will you transfer to another bus or train as part of your trip today?

No Yes (Route #? _____)

16. _____ In the past six months, did you place a phone call, write a letter, or send e-mail regarding a Maple Grove Transit question, comments, complaint, and/or suggestion? (Circle One) a. Yes b. No c. Unsure

17. If yes, to the above question, was your inquiry handled to your satisfaction? (Circle One) a. Yes b. No c. Unsure

Comment [SH6]: Consider very good-very bad scale

18. _____ Are you aware of and registered to use the Guaranteed Ride Home Program?

Comment [SH7]: Consider splitting into two qs – or ask differently to allow options to be aware/registered/both

19. _____ Are you aware of and signed up to receive Maple Grove Transit “rider alerts” via e-mail?

Comment [SH8]: Same as above

20. _____ Do you think your bus fare is priced?:

- Too high
- Just right
- Too low

21. _____ What City do you live in? _____

- MAPLE GROVE
- ST MICHAEL
- ROGERS
- PLYMOUTH
- ALBERTVILLE
- Ostego
- CHAMPLIN
- BROOKLYN PARK
- MONTICELLO
- HANOVER
- CORCORAN
- Other _____

Comment [SH9]: Consider strategic sort order – either in descending order of predicted % or in alpha order

Which best describes your racial or ethnic background?

- African American / Black
- American Indian
- Asian
- Caucasian / White
- Hispanic / Latino
- Other

What is your age?

- Under 18
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65 or older

Are you...

Female or Male

Approximately what was your family's total income last year?

- Less than \$20,000
- \$20,000 to \$39,999
- \$40,000 to \$59,999
- \$60,000 to \$69,999
- \$70,000 to \$99,999
- \$100,000 or more
- Don't know
- Prefer not to say

What is the primary language spoken in your household? _____ (List options???)

Comment [SH10]: Maybe list top 3 and allow other

Are there any other things that you like to comment on regarding Maple Grove Transit?

REQUEST FOR TRANSIT COMMISSION ACTION

Meeting Date: 11/22/11

Item Number: H.

Agenda Item: Transit Commissioner Vacancies

Seven of the eight Transit Commissioner terms were up on 12/31/11. The members listed below have responded that they are interested in continuing their service on the Transit Commission:

- Jodi Carman Kortsha
- Terry Coss
- Michelle Driessen
- Rose Peterson

The members listed below have responded that they will be discontinuing their service on the Transit Commission:

- Laura Ayala
- Curt Herwers
- Ronda Zegar

As a result, we will need to seek applications for representatives on the Route 781A, 781, and for the dial-a-ride service.

REQUEST FOR TRANSIT COMMISSION ACTION

Meeting Date: 11/22/11

Item Number: I.

Agenda Item: 2012 Transit Budget and CIP

Enclosed is the approved Maple Grove Transit 2012 operating budget and Capital Improvements Plan (CIP). The Maple Grove City Council adopted these documents at its November 21, 2011 meeting. This item is presented to the Transit Commission as an information item.

November 21, 2011

DATE

REQUEST FOR COUNCIL ACTION

AGENDA ITEM NUMBER

ORIGINATING DEPARTMENT

Administration

AGENDA ITEM

Maple Grove Transit
2012 Budget and Capital Improvements Plan

CITY ADMINISTRATOR'S

APPROVAL

PREVIOUS ACTIONS:

None.

RECOMMENDED COUNCIL ACTION:

Motion for the Mayor and City Council to approve the Maple Grove Transit 2012 Budget and Capital Improvements Plan.

COMMENTS:

The City of Maple Grove established Maple Grove Transit (MGT) in June 1990 under the Replacement Transit Service Demonstration legislation commonly referred as "opt-out" transit. The City contracts with transit companies to provide the transit service. The City's Transit Administrator conducts transit planning, administration, customer service, and marketing. MGT has an eight-member Transit Commission to provide user input into the operation and planning of the system.

The 2012 transit budget proposes \$4,637,312 in total expenses, which is a 9.12 percent increase over the 2011 budgeted amount. The primary reason for the increase is cost increases in the contracted hourly rate with Metro Transit and Midwest Paratransit. Presently, Maple Grove Transit is experiencing high ridership demand with many bus trips at or exceeding the sitting capacity. As a result, additional bus trips are being added to the Route 785 to serve the new Parkway Transit Station. Some service expansion is also proposed for dial-a-ride program to reduce the number of trips that being denied due to ridership demand.

Since July 2002, the City of Maple Grove has funded the transit operations through revenues received from the statewide motor vehicle sales tax (MVST) fund. Previous to this date, the system was funded through local property taxes collected by the Metropolitan Council. The MVST fund varies from month-to-month depending on the economy. Due to transit funding cuts approved in the 2011 Special Legislative Session and subsequent actions taken by the Metropolitan Council, Maple Transit will not receive MVST funding in 2012. Maple Grove Transit will fund its system with its existing MVST fund balance. For 2012, \$2,637,312 in MVST reserves and \$2,000,000 in passenger fares is projected to balance the budget.

Maple Grove consistently ranks at the top in Metropolitan Council performance measures for efficiency and productivity for express routes in the metro area. For example, our Route 781 is the most productive express route in the region with 68 passengers per service hour operated. Metropolitan Council policy states that passenger fares from express routes riders should cover 30 percent of the operating expenses. Maple Grove Transit as a system from 2006 through 2010 had an average system farebox recovery ratio of 47 percent. The Route 781, which carries 63 percent of the express riders, had a farebox recovery in 2010 of 90 percent and only a ten cents subsidy per passenger earning the #1 ranking these two performance categories.

The primary goal for Maple Grove Transit in 2012 is to provide transit services commensurately to the ridership demand, but within the available financial resources, bus fleet, and park-and-ride capacity. Attached is the 2012 Maple Grove Transit line item budget and service plan summary.

Staff is also recommending that the City Council adopt the attached Capital Improvements Plan (CIP) for Maple Grove Transit to designate the portion of the transit fund balance that is capital funds for capital uses. A total of \$2,586,003 of capital transit funds would be designated.

Maple Grove Transit System - 2012 Budget

Description of Item	2012 Budget	2011 Budget	amount variance	percentage variance
Revenue				
F1 Federal Formula Funds (NTD funds)				
F2 Job Access/Reverse Commute (JARC)				
F3 5310/5311/Title IIIB				
F4 CMAQ Operating Funds				
F5 Other Federal (describe)				
S1 MVST - motor vehicle sales tax	\$2,637,312	\$2,299,218	\$338,094	14.70%
S2 State General Funds				
S3 Other State Funds (Describe)				
L1 Local Government Funds				
G1 Total Passenger Fares	\$2,000,000	\$1,950,400	\$49,600	2.54%
G2 Advertising				
G3 Concessions				
G4 Property Taxes				
G5 Other Non-Transportation Funds				
G6 Other self-generated funds - Interest				
O1 Met Council Subsidy				
O2 Metro Mobility Subsidy (ADA-Contracts)				
O2 Other (Describe)				
Total Operating Revenue	\$4,637,312	\$4,249,618	\$387,694	9.12%
OPERATING EXPENDITURES				
	2012 Budget	2011 Budget	variance	variance
E1 Operator Wages	\$0	\$0	\$0	0.00%
E2 Other Salaries and Wages	\$97,300	\$94,000	\$3,300	3.51%
E3 Fringe Benefits	\$41,000	\$37,500	\$3,500	9.33%
E4 Services	\$95,000	\$85,000	\$10,000	11.76%
E5 Fuel and Lubricants (Metro Transit fuel surcharge)	\$320,000	\$300,000	\$20,000	6.67%
E6 Tires & Tubes	\$0	\$0	\$0	0.00%
E7 Other Materials and Supplies	\$60,000	\$50,000	\$10,000	20.00%
E8 Utilities	\$70,000	\$66,000	\$4,000	6.06%
E9 Insurance	\$10,500	\$10,000	\$500	5.00%
E10 Taxes	\$0	\$0	\$0	0.00%
E11 Service Cost* (does not include fuel surcharge)	\$3,858,512	\$3,532,118	\$326,394	9.24%
E13 Miscellaneous Expenses	\$85,000	\$75,000	\$10,000	13.33%
Total Operating Expenditures	\$4,637,312	\$4,249,618	\$387,694	9.12%
Net Income/Loss	\$0	\$0	\$0	#DIV/0!

MGT Service Plan	2012 Budget	2011 Budget	variance	variance
Passengers	800,000	770,900	29,100	3.77%
Service Hours	30,711	28,878	1,833	6.35%
Service Miles	650,000	619,500	30,500	4.92%

* Service Cost Summary by Route or Service Type	2012 Service Cost	2011 Service Cost	difference	difference
Route 780	\$ 261,625	\$ 256,504	\$ 5,121	2%
Route 781	\$ 1,369,364	\$ 1,414,903	\$ (45,540)	-3%
Route 782	\$ 405,073	\$ 397,144	\$ 7,929	2%
Route 783	\$ 397,449	\$ 357,065	\$ 40,384	11%
Route 785	\$ 628,643	\$ 415,628	\$ 213,015	51%
Route 787	\$ 49,536	\$ 48,565	\$ 971	2%
Route 788	\$ 56,913	\$ 55,798	\$ 1,115	2%
Route 789	\$ 128,766	\$ 108,577	\$ 20,189	19%
Dial-a-Ride	\$ 561,143	\$ 477,934	\$ 83,209	17%
Total Service Cost	\$ 3,858,512	\$ 3,532,118	\$ 326,394	9%

Maple Grove Transit: Capital Improvements Plan					
Project	Spending Year	Projected Cost	Source: MGT Capital Fund	Source: Metropolitan Council	Source: Federal
Zachary Lot - Security Cameras	2012	\$ 20,000	\$ 20,000	\$ -	\$ -
Maple Grove Transit Station - Sign Replacement	2012	\$ 8,000	\$ 8,000	\$ -	\$ -
Miscellaneous Transit Facilities Repairs	2012	\$ 50,000	\$ 50,000	\$ -	\$ -
Maple Grove Transit Station - Repairs	2013	\$ 100,000	\$ -	100,000	\$ -
Miscellaneous Transit Facilities Repairs	2013	\$ 50,000	\$ 50,000	\$ -	\$ -
Crosswinds Lot - Sealcoat	2014	\$ 40,000	\$ -	40,000	\$ -
Miscellaneous Transit Facilities Repairs	2014	\$ 50,000	\$ 50,000	\$ -	\$ -
Parkway Station - Sealcoat & Repairs	2015	\$ 140,000	\$ -	140,000	\$ -
Miscellaneous Transit Facilities Repairs	2015	\$ 50,000	\$ 50,000	\$ -	\$ -
Zachary Lot - Sealcoat	2016	\$ 65,000	\$ -	65,000	\$ -
Maple Grove Transit Station - Repairs ⁵	2016	\$ 240,000	\$ 240,000	\$ -	\$ -
Miscellaneous Transit Facilities Repairs	2016	\$ 50,000	\$ 50,000	\$ -	\$ -
Miscellaneous Transit Facilities Repairs	2017	\$ 50,000	\$ 50,000	\$ -	\$ -
Parkway Station - Phase 2 Expansion ⁴	2017	\$ 12,000,000	\$ 2,008,819	1,998,237	7,992,944
Total	2012 - 2017	\$ 12,913,000	\$ 2,576,819	\$ 2,343,237	\$ 7,992,944

MGT Capital Fund (Sources)	
Cost of Service Adjustment ¹	\$ 2,302,334
Transit Station Quarterly Capital Payments ²	\$ 240,000
Sale of Equipment ³	\$ 43,669
TOTAL	\$ 2,586,003
Programmed in CIP	\$ 2,576,819
Unprogrammed Funds	\$ 9,184

Note 1: Cost of Service Adjustment payments represent earned Federal NTD 5307 capital funds by Maple Grove Transit, but received by Metro Transit.

Note 2: A Reciprocal Easement Agreement requires the Shoppes at Arbor Lakes to make quarterly capital payments to the City for the Transit Station repairs.

Note 3: Sale of Equipment was for retired buses that the City held title.

Note 4: Parkway Station Phase 2 expansion is projected for 2017, which includes a one level parking ramp of 500 additional stalls at a total project cost of \$12 Million.

Note 5: Corrected date from 2013 to 2016. The original version to the City Council had the wrong spending year.

REQUEST FOR TRANSIT COMMISSION ACTION

Meeting Date: 11/29/11

Item Number: J.

Agenda Item: Date and Time of Next Meeting / Adjournment

Recommended Committee Action:

Motion made by Commission member _____, seconded by Commission member _____, to adjourn.

A. Next Scheduled Meeting:

- January 31, 2012